**MCI Communications
Corporation**

MCI

1801 Pennsylvania Avenue, NW
Washington, DC 20006

March 8, 1999

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street, NW, Suite 480
Washington, D.C. 20554

Dear Mr. Hatfield:

Pursuant to §63.100 of the Commission's Rules, MCIWorldCom is submitting the Final
Service Disruption Report covering the disruption of service MCI WorldCom experienced
on February 8, 1999 at Hayward, California.

If you have any questions regarding this outage, please do not hesitate to call me directly.

Respectfully,

Bradley C. Stillman

Attachment

cc: Robert Kimball

FINAL SERVICE DISRUPTION REPORT

March 8, 1999

DATE OUTAGE BEGAN: 02/08/99
TIME OUTAGE BEGAN: 2:49 pm EST

DATE OUTAGE RESOLVED: 02/08/99
TIME OUTAGE RESOLVED: 5:00 pm EST

DURATION: 2HRS 11Minutes

GEOGRAPHICAL AREA OF OUTAGE: California

LOCATION: Hayward, California

NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED: Not Available

ESTIMATED # OF BLOCKED CALLS: 198,367

TYPE OF SERVICE AFFECTED: Voice Traffic

APPARENT OR KNOWN CAUSE OF THE INCIDENT:

During a troubleshooting process related to an ANI delivery
issue on MCI WorldCom's Hayward 1 DMS 250 switch, incorrect
routing instructions were entered in table SS7ATTR index 10.
This action prevented HAY1 originating traffic from completing
over IMTs to DEX 600E switches in the MCI WorldCom network.

METHODS USED TO RESTORE SERVICE:

MCI WorldCom's Switch Network Application Support group
corrected the routing error by removing the datafill
in HAY1 SS7ATTR index 10.

STEPS TAKEN TO PREVENT RECURRENCE:

Specific table SS7ATTR index ranges 245-255 have now been reserved for testing purposes on all MCI WorldCom DMS 250 switches. Additionally, MCI is working with the vendor, Nortel, to add a user warning should attempts be made to change SS7ATTR indexes outside the 245-255 range.

APPLICABLE BEST PRACTICE(S):

Network Reliability Council, A Report to the Nation Section C, Software and Switching System Reliability

Reference 5.4.3.8 Isolation of Faults/Containment of System faulty software or processes need to be isolated as far as possible from the rest of the system and the impact to the system constrained to the smallest system components possible.

ANALYSIS OF EFFECTIVENESS OF BEST PRACTICES:

MCI has reviewed the Best Practices recommendations outlined in section 5.4 and supports these recommendations. MCI agrees and utilizes these best practice recommendations as outlined.
The MCI standard installation and operating practices address table updates and recovery procedures for prevention in the future. All system recovery actions were followed by MCI in this situation.